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To: U.S. Patent and Trademark Office – From: Christian R. Andersen  
Examiner: S. ELMAN Sr. Paralegal – Intellectual Property  
Group Art Unit: 2143

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Pages  
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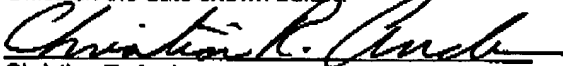
**FORMAL SUBMISSION OF:**

- 1) Reply to Office Action.

Title: GRAPHICAL USER INTERFACE AND METHOD FOR CUSTOMER CENTRIC  
Serial No. 09/539,972  
Filing Date: March 31, 2000  
First Named Inventor: Boris S. ELMAN  
Atty. No. 99-837

**CERTIFICATE OF FACSIMILE TRANSMISSION**

I hereby certify that the above-referenced documents are facsimile transmitted to the Patent and Trademark Office on the date shown below:

  
Christian R. Andersen

Date of Transmission: August 6, 2004

PATENT  
Customer No. 32,127  
Attorney Docket No. 99-837

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re Application of:

Boris S. ELMAN et al.

Application No.: 09/539,972

Filed: March 31, 2000

For: GRAPHICAL USER INTERFACE  
AND METHOD FOR CUSTOMER  
CENTRIC NETWORK  
MANAGEMENT

)  
)  
) Group Art Unit: 2143

) Examiner: J. Avellino

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Commissioner for Patents  
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Sir:

**REPLY TO OFFICE ACTION**

In reply to the Office Action mailed May 7, 2004, Applicant respectfully requests prompt reconsideration and allowance of this application in view of the following remarks.

The listing of claims begins on page 2 of this paper.

Remarks begin on page 8 of this paper.